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Via Electronic Delivery

August 9th, 2011

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20554

RE : Notice of Ex Parte Presentation : In the Matter of Structure and Practices of the
Video Relay Service Program, CG Docket No. 10-51

Dear Ms. Dortch,

Pursuant to Section 1.1206(b), as amended, Say-Hey, Inc ("Say-Hey" or "Company"), herby submits this *Notice of Ex Parte Presentation* in the above referenced matter.

On August 5th, 2011, Matt Idler, CEO of Say-Hey met with Mr. Gregory Hlibok, Chief Disability Rights Office, Federal Communications Commission ("Commission") via Videophone. Say-Hey inquired on several items with regards to the application for certification under the newly released rules. Say-Hey inquired on the following: Locating the ACD in the call center environment, Hosting or sharing arrangement with equipment and ACD, The requirement to offer services 24/7/365 uninterrupted, Interoperability challenges/requirements with old and new technology, Compliance with rules and waiver process for the application, The need for redundancy and number of call centers, On-site visits by the FCC, and the process to introduce new products to the market.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Matt Idler", is written over the printed name.

Matt Idler
Founder/CEO
Say-Hey, Inc
1474 Stone Point Drive
Roseville, CA 95661

cc : Gregory Hlibok (via electronic delivery)
cc : Karen Peltz-Strauss (via electronic delivery)